



CITY OF NEW ORLEANS

**QualityofLifeSTAT**

February 20th, 2013  
(Reporting Period: January 2013)

[www.nola.gov/opa](http://www.nola.gov/opa)

 **QualityofLifeSTAT** February 20, 2013

# Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families



# Purpose and Scope

**Purpose:** The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

**Scope:** QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

***Questions and Comments:** Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.*



# City Strategic Framework

## Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

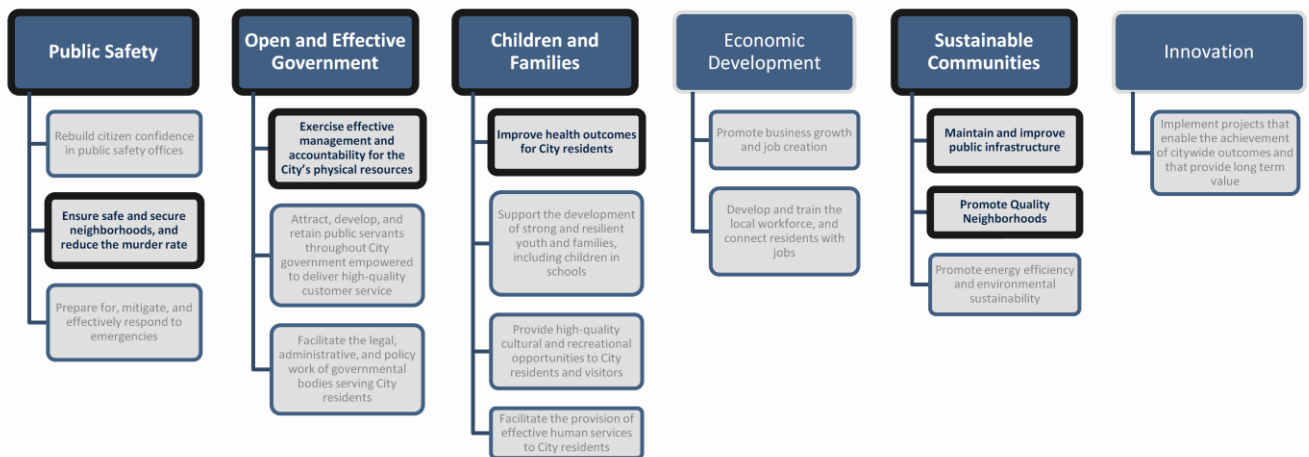
## Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

## Vision

New Orleans is a model city. We are a unified city. We are a creative city.

## Result Area Goals and Objectives





# Open and Effective Government

**Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.**

Objectives and Strategies	Outcome Measures
<b>Exercise effective management and accountability for the City's physical resources</b> <ol style="list-style-type: none"> <li>Effectively steward the City's financial resources</li> <li><b>Manage the City's information and analyze the City's performance data</b></li> <li>Manage vendor relationships and provide oversight of City contracts</li> <li>Responsibly support the City's capital assets</li> </ol>	<ul style="list-style-type: none"> <li>Bond ratings (S&amp;P, Fitch, Moody's)</li> <li>Comprehensive Financial Statement Audit Opinion</li> <li>Property tax collection rate (two year)</li> <li><b>Satisfaction with ITI services</b></li> <li>Average number of respondents to bids and RFPs</li> </ul>
<b>Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service</b> <ol style="list-style-type: none"> <li>Cultivate a high-quality City workforce</li> <li>Provide fair and reasonable benefits to City employees and retirees</li> </ol>	<ul style="list-style-type: none"> <li>Turnover rate</li> <li>Employee engagement and satisfaction (specific questions TBD from an internal survey)</li> </ul>
<b>Facilitate the legal, administrative, and policy work of governmental bodies serving City residents</b> <ol style="list-style-type: none"> <li>Govern the City with integrity and accountability</li> <li>Defend the City's legal interests</li> <li>Promote civic engagement</li> <li>Facilitate, link, and leverage resources with external organizations</li> </ol>	<ul style="list-style-type: none"> <li>Citizen satisfaction with overall government services (UNO Quality of Life Survey)</li> <li>Philanthropic resources secured</li> </ul>



# 311 Dashboard -

## Request Closure Rates Still Biggest Challenge



Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	81%	95%	54%	95%	54%	N/A	98%	90%	N/A	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	Y	Y	N	N	N	Y
Backlog to Closed Requests Ratio (1-4, 5-7, >=8)	0.0	61.4	1.1	11.2	0.0	0.3	13.1	1.5	1.6	0.0
Notes	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	-	Address case backlog. Actively manage cases in 311, need a dedicated resource.	-	Establish Expected Days to Close Target(s).	Resource constraints affecting closures. Resources currently concentrated on Mardi Gras for Jan & Feb	Address vendor backlog. *Currently being addressed.	Launched 10/30/13	Launched 12/18/13

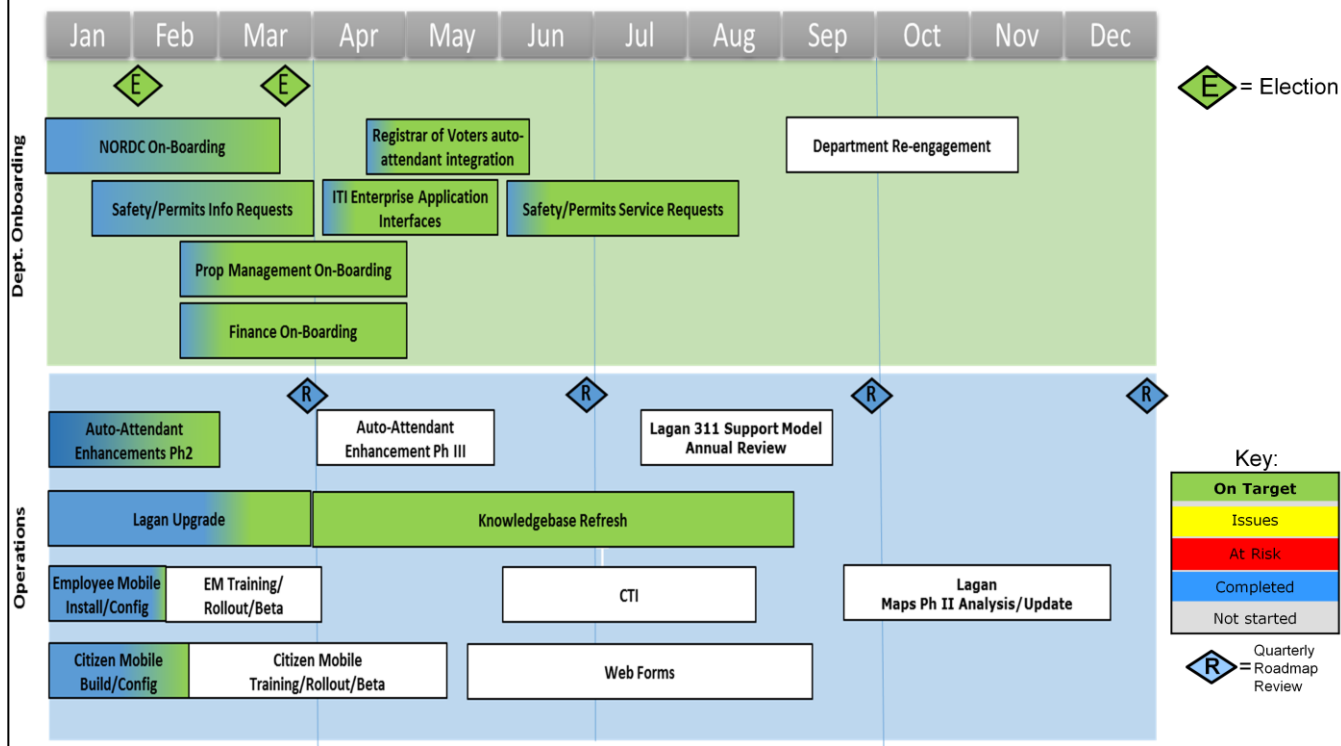


311 and OPA discussed whether request closure rate is an appropriate measure to capture.

# 311 Roadmap



2014



QualityofLifeSTAT February 20, 2013 7

NORDC, as well as Safety and Permits are currently being onboarded into the 311 system. Employee Mobile Devices are nearly ready to be rolled out and beta tested.

# Sustainable Communities

**Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.**

Objectives and Strategies	Outcome Measures
<b>Maintain and improve public infrastructure</b> <ol style="list-style-type: none"> <li>1. Maintain and improve road surface infrastructure</li> <li>2. Consistently implement Complete Streets philosophy in streets investments</li> <li>3. Effectively administer the City's capital improvements program</li> <li>4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods</li> </ol>	<ul style="list-style-type: none"> <li>• Citizen perceptions of condition of streets (UNO Quality of Life Survey)</li> <li>• Mean travel time to work (American Community Survey)</li> <li>• Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking)</li> </ul>
<b>Promote Quality Neighborhoods</b> <ol style="list-style-type: none"> <li>1. Reduce blighted properties by 10,000 by the end of 2014</li> <li>2. Provide effective sanitation services to residents and businesses</li> <li>3. Protect and preserve parks and other green spaces</li> <li>4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties</li> </ol>	<ul style="list-style-type: none"> <li>• Blighted residential addresses or empty lots (GNOCDC analysis of USPS data)</li> <li>• Citizen perceptions of parks and recreation (UNO Quality of Life Survey)</li> <li>• Citizen perceptions of trash pickup (UNO Quality of Life Survey)</li> <li>• Citizen perceptions of general quality of life (UNO Quality of Life Survey)</li> <li>• ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b> <ol style="list-style-type: none"> <li>1. Restore the City's marshes and coastline</li> <li>2. Promote green energy and other sustainability measures</li> <li>3. Remediate brownfields, lead, and other environmental hazards</li> </ol>	<ul style="list-style-type: none"> <li>• Percentage of days with healthy air quality (EPA)</li> <li>• Health based drinking water violations (EPA)</li> <li>• Certified green buildings (US Green Building Council)</li> <li>• Land acres in Orleans Parish (US Geological Survey)</li> </ul>



**QualityofLifeSTAT** February 20, 2013 8

**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
DPW Weekly Maintenance  
Reports

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

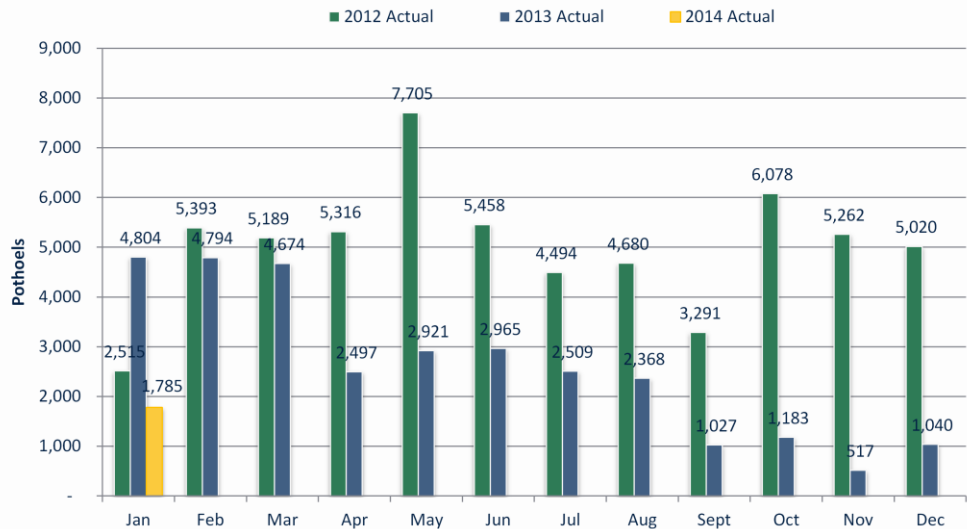
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that  
best indicates whether City  
activities are achieving the  
desired results

## DPW began the year on track to meet its annual target for filled potholes.

### Number of potholes filled



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
54,637	●	60,401	●	31,299	●	1,785	20,000	●

DPW's relatively low number of potholes filled is explained by the lack of a pothole killer 2014, other than for contracted Mardi Gras work currently being done.

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Definitions:**

*Service Request:* A 311 call requesting the City to perform a specific task.  
*Open Request:* A service request that has not been completed.  
*Closed Request:* A service request that has been completed.

**Related Strategy:**

Maintain and improve road surface infrastructure

**Notes:**

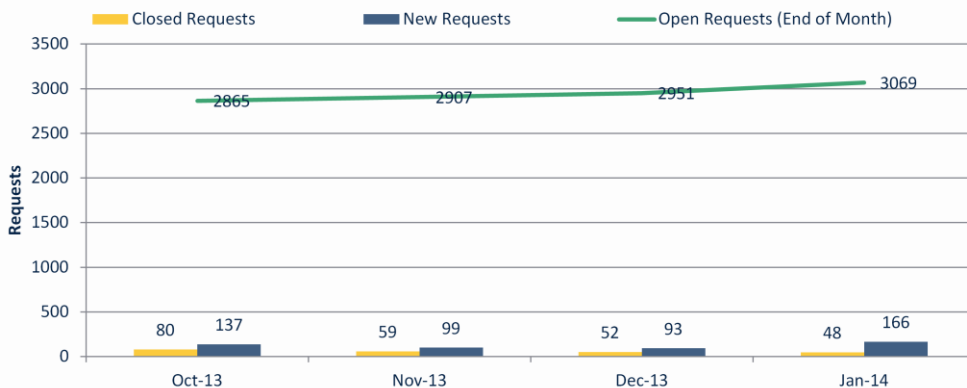
Expected days to close, developed in 2012: 60-365 days.

While 311 pothole/roadway surface repair reflects maintenance crew and pothole killer activity, the pothole killer requests are not systematically captured at this time.

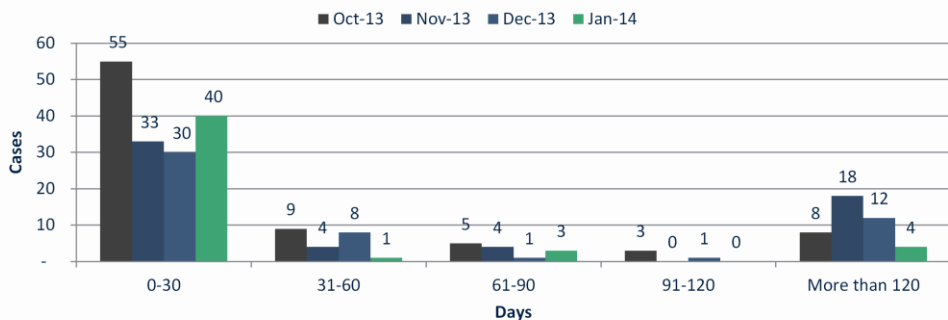
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 pothole service requests continued to increase.

### Pothole/Roadway Surface Repair



### Days to Close Pothole/Roadway Surface Repair



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## All other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	152	9	1	160	8	428	0
Road Shoulder Repair	238	22	6	254	16	378	63
Sidewalk Repair	637	35	17	656	19	447	32
Subsidence	183	36	9	210	27	120	15

### 311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Service request expected days to close are set to 365 days. Need to review and revise.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 6,481 open cases at end of November 2013.	Ongoing



**Responsible Organization:**  
Department of Public Works


**Data Source:**  
DPW Streetlights Monthly Report

**Note:**  
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

**Related Strategy:**  
Maintain and improve road surface infrastructure

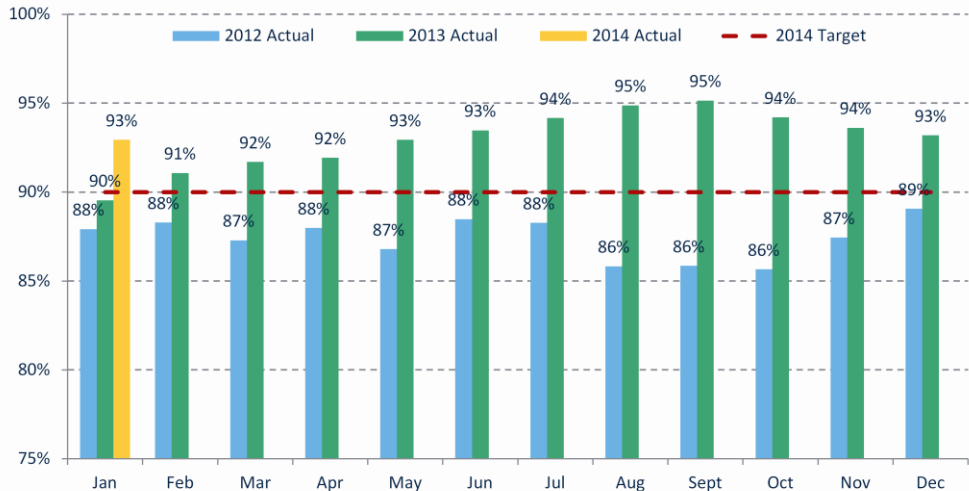
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## As of the end of January, 93% of the streetlights in New Orleans were functional.

### Percent of Streetlights Functioning



2014		
YTD Actual	Annual Target	Status
93%	90%	●



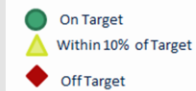
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW Streetlights Monthly Report

**Note:**  
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

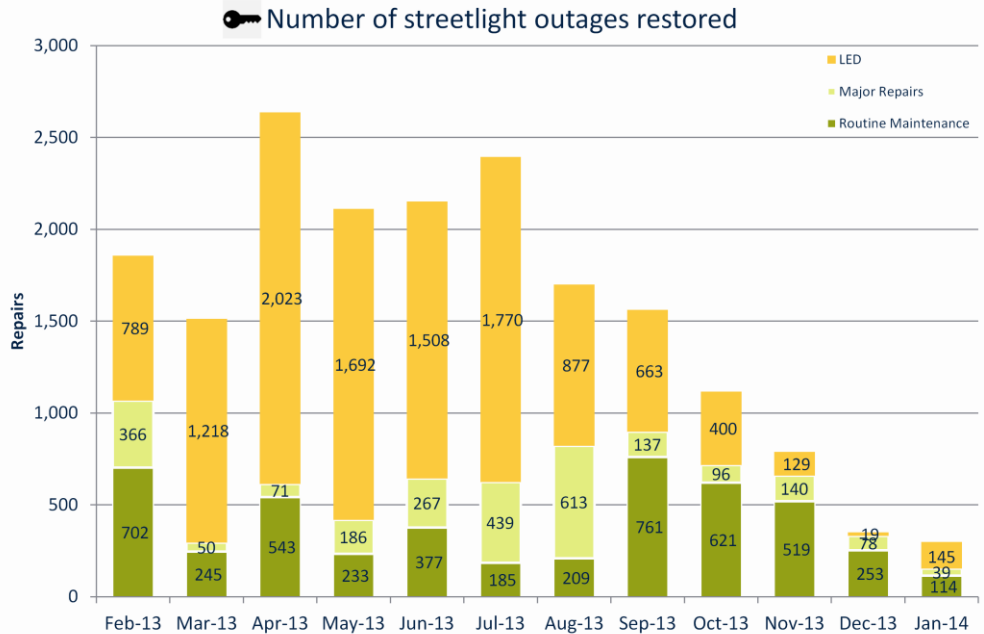
**Related Strategy:**  
Maintain and improve road surface infrastructure

**Legend:**



Key measure that best indicates whether City activities are achieving the desired results

## DPW restored a relatively low number of outages in January.



2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
12,500	Off Target	19,006	On Target	298	8,000	Off Target

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

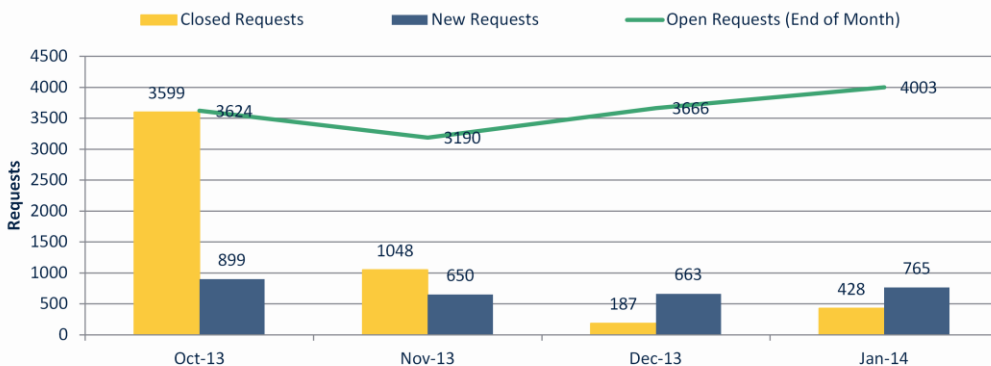
**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
Expected days to close, developed in 2012: 30-180 days.

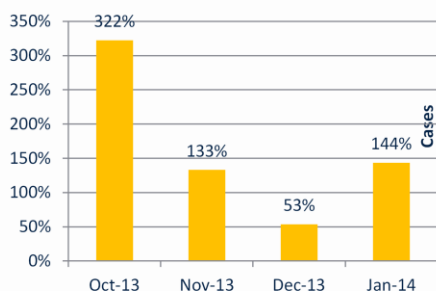
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 streetlight requests continued to increase.

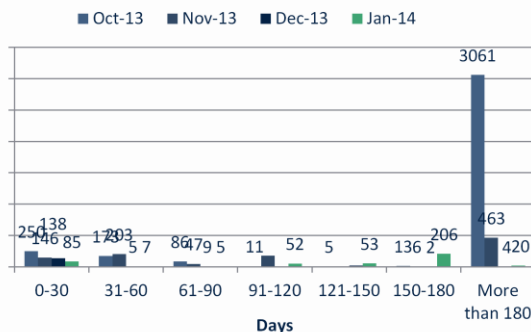
### 311 Streetlight Service Requests



### Closed 311 Requests as Percentage of All Outages Restored



### Days to Close



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Notes:**  
Expected days to close,  
developed in 2012: 30-180  
days.

In rare instances, a 311 service  
request is reopened after being  
previously closed. In such  
cases, this may result in the  
number of open requests not  
tying exactly with the number  
of closed and opened cases.

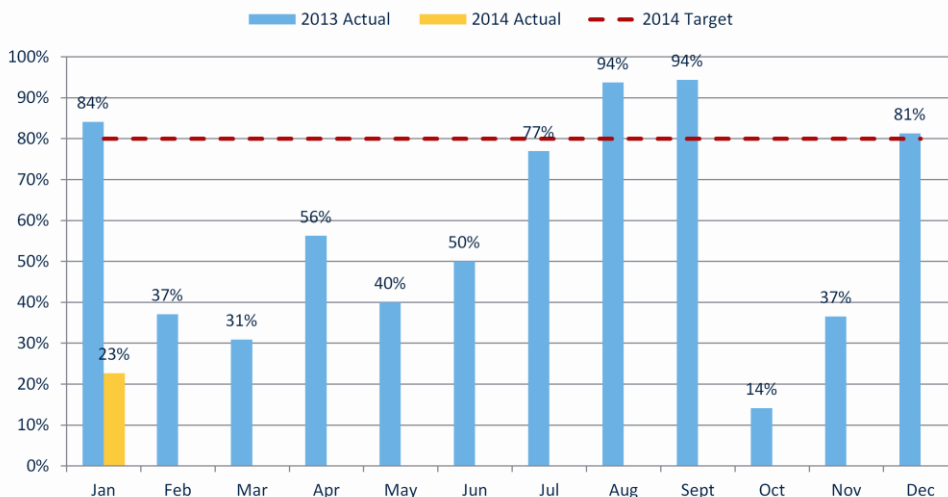
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

**Key** Key measure that best  
indicates whether City  
activities are achieving the  
desired results

## DPW was well below its monthly target percent of streetlight service requests closed within 90 days.

### Percent of 311 Streetlight Service Requests Closed within 90 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	23%	80%	●

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Legend:**

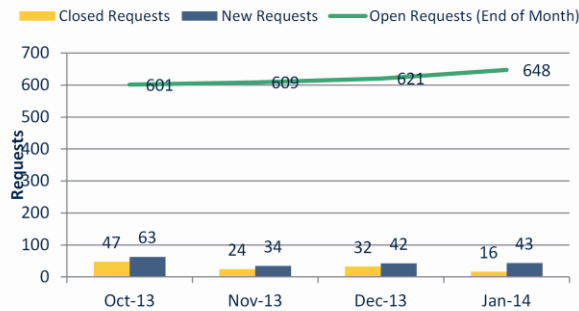
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

**Key** Key measure that best indicates whether City activities are achieving the desired results

## DPW installed 124 permanent traffic signs in January.



### 311 Traffic Sign Service Requests



### Number of Permanent Traffic Signs Installed

2013		
YTD Actual	Annual Target	Status
124	1,500	▲

Though DPW was on target with traffic sign installations in January, they still fell behind on 311 traffic sign requests. After Mardi Gras, they plan to begin aggressively pushing through their 311 backlogs.

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
Expected days to close, developed in 2012: 30-180 days.

In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Legend:**

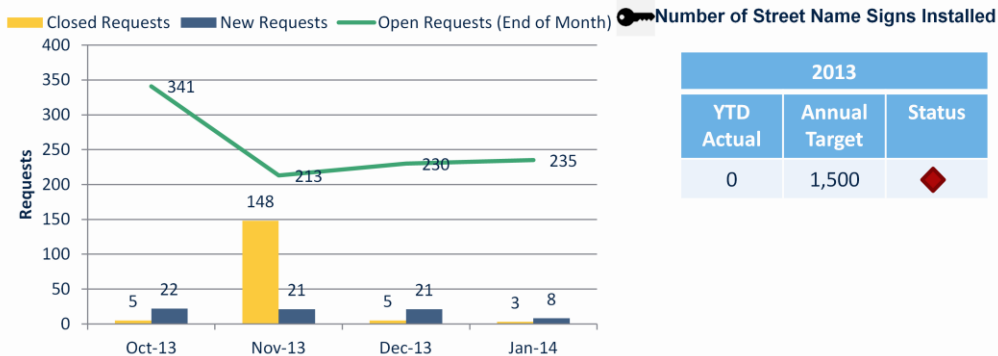
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

## DPW did not install any street name signs in January 2014.



### 311 Street Name Sign Service Requests



2013		
YTD Actual	Annual Target	Status
0	1,500	◆

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Note:**  
In rare instances, a 311  
service request is reopened  
after being previously  
closed. In such cases, this  
may result in the number of  
open requests not tying  
exactly with the number of  
closed and opened cases.

## Road surface marking and traffic signal 311 service request backlogs increased in January.

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	77	4	1	80	3	288	4
Traffic Signal	287	60	35	312	25	199	2

### 311 Issues

Responsible Parties	Issue	Due	Status
A. Yrle	No Traffic resource actively managing cases in Lagan	Past Due	Resource initially identified in Nov. 2012, and expected to free-up in early 2014.



QualityofLifeSTAT February 20, 2013 18

DPW continues to fall behind due to budget constraints. In regards to traffic signals, they can only address those that are emergencies.


**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

**Related Objective:**  
Promote Quality  
Neighborhoods

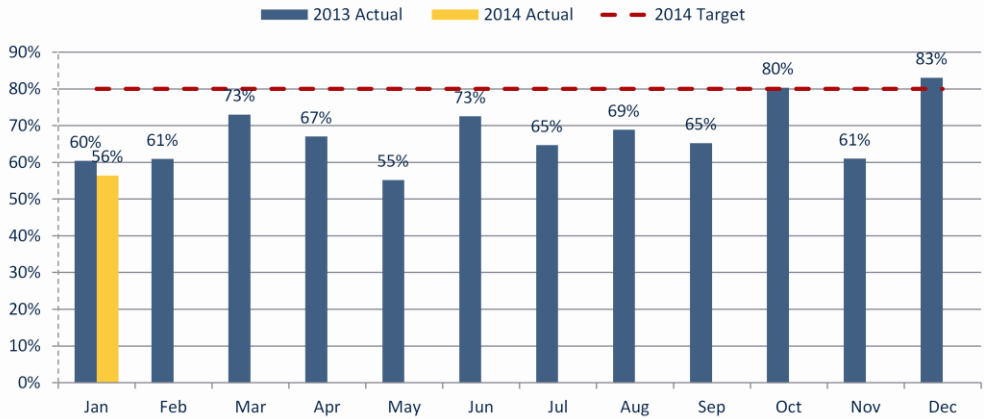
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW closed 56% of its 311 abandoned vehicle service requests within 30 days, below its 80% target in January.

### Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	56%	≥ 80%	◆

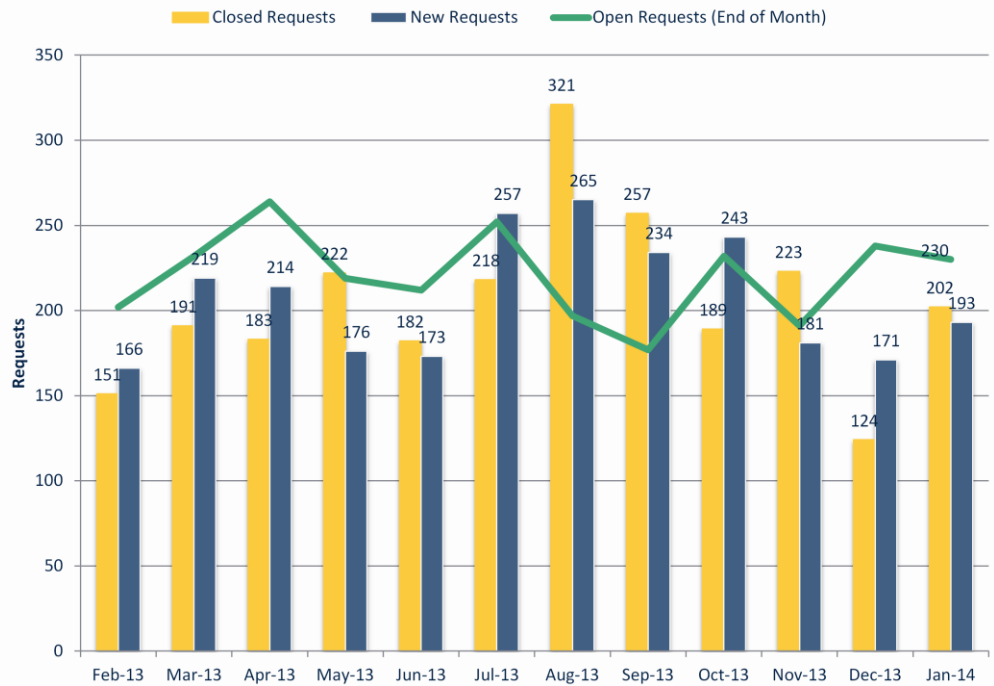
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality  
Neighborhoods

**The backlog of 311 abandoned vehicle service requests trended downward during the month.**

### 311 Abandoned Vehicle Service Requests






**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
DPW Weekly Maintenance  
Reports

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

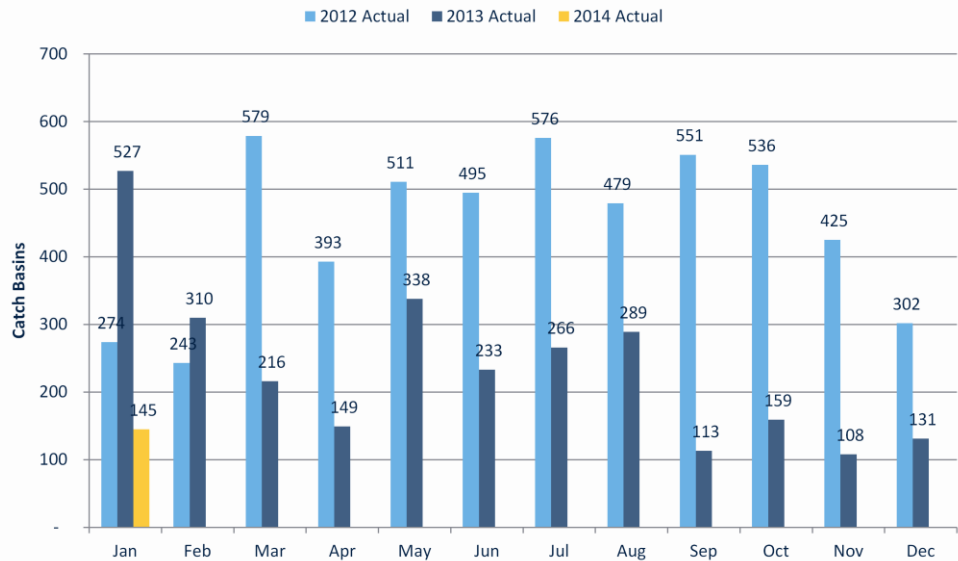
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that  
best indicates whether City  
activities are achieving the  
desired results

## DPW cleaned 145 catch basins in January, starting off track of its annual target.

### Number of catch basins cleaned



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	▲	145	3,500	◆

DPW currently has only one out of three vacuum trucks in service, with two being worked on by the Emergency Maintenance Division, making it difficult to clean catch basins at the desired pace.

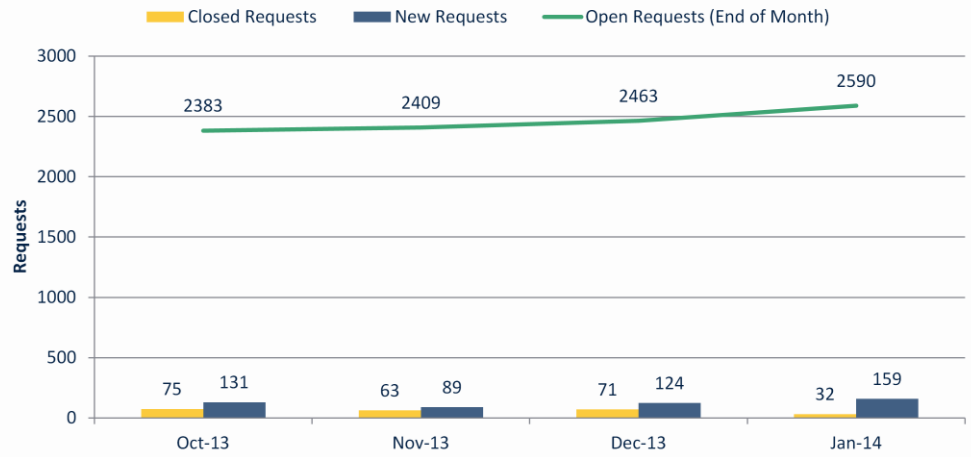
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

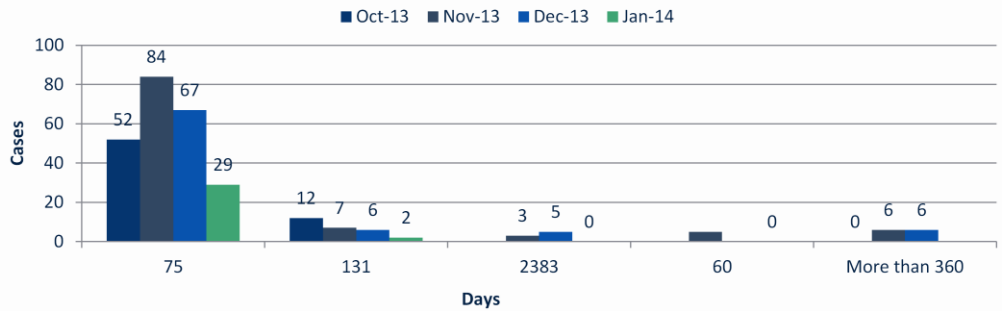
**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to ensure  
resilient neighborhoods

## The street flooding/drainage backlog continued to increase.

### 311 Street Flooding/Drainage Service Requests



### Days to Close



QualityofLifeSTAT February 20, 2013 22

## DPW 311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Pending
M. Jernigan	Determine how administrative staff / 311 liaisons can re-prioritize their work to allocate more time to actively manage 311 cases.	Pending
M. Jernigan	Ensure that each division uses Lagan as the single database of work records.	Pending
M. Jernigan	Inform 311 which service requests / business processes should be analyzed by Information Technology and Innovation's Service and Innovation team to help identify potential efficiencies / operational improvements.	Pending



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans

### Customer Service Report

#### Indicators of Metric Results

#### January 2014

Operations Support	Goal	Goal Met	Within Control Limits	Trend
<b>Billing Accuracy / Reasonable</b>				
	Meters Read	Green	Green	Green
	Estimated Bills	Yellow	Green	Yellow
	High Bill Complaints	Red	Green	Red
	Adjusted Bills	Green	Green	Green
<b>Problem Resolution</b>				
	Customer Contacts	Yellow	Green	Yellow
	Call Wait Time	Red	Red	Red
	Abandoned Calls	Red	Red	Red
	Emergency Abandoned Calls	Yellow	Yellow	Green
	Low Water Pressure	Yellow	Green	Yellow
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Green
<b>Collections Effectiveness</b>				
	Accounts Off for Non-Payment	White	Green	Green
	Receivables 30 to 120 Days Old	White	Green	Yellow
	Receivables 120 Days and Older	White	Green	Green

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended



QualityofLifeSTAT February 20, 2013 24

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Meters Read as a Percentage of Total Meters

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Read 98% or  
more of meters each  
month

**Currently Meeting  
Goal:** Yes

**Process Operating  
Within Control Limits:**  
Yes

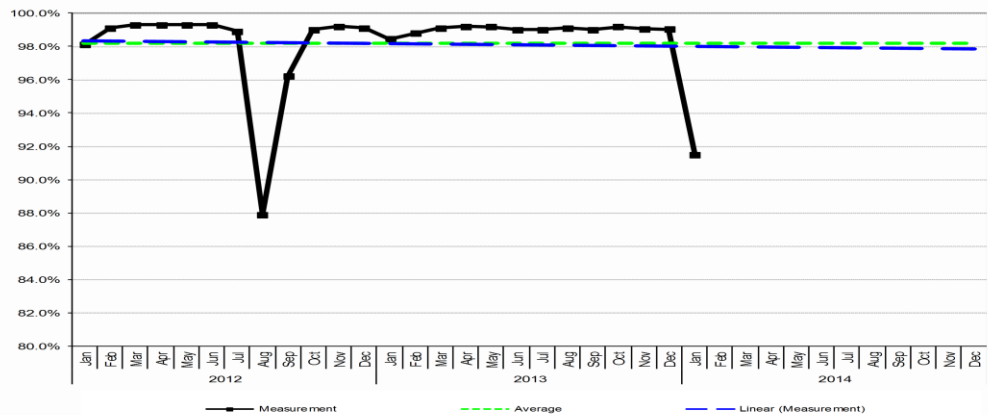
**Trend:** Favorable

### Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac and recent extreme cold weather in the month of January 2014.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%
2014	91.5%										



QualityofLifeSTAT February 20, 2013 25

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Bills Estimated as a Percentage of Total Bills

**EUM Attribute:**  
**Customer Satisfaction**

**Description:** Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

**Constituency:**  
**Customer Ratepayers**

**Objective:** Provide Accurate  
**Bills**

**Goal:** Bill Accounts  
With Less Than 2%  
Estimated

**Currently Meeting**  
**Goal:** **No**

**Process Operating**  
**Within Control Limits:**  
**Yes**

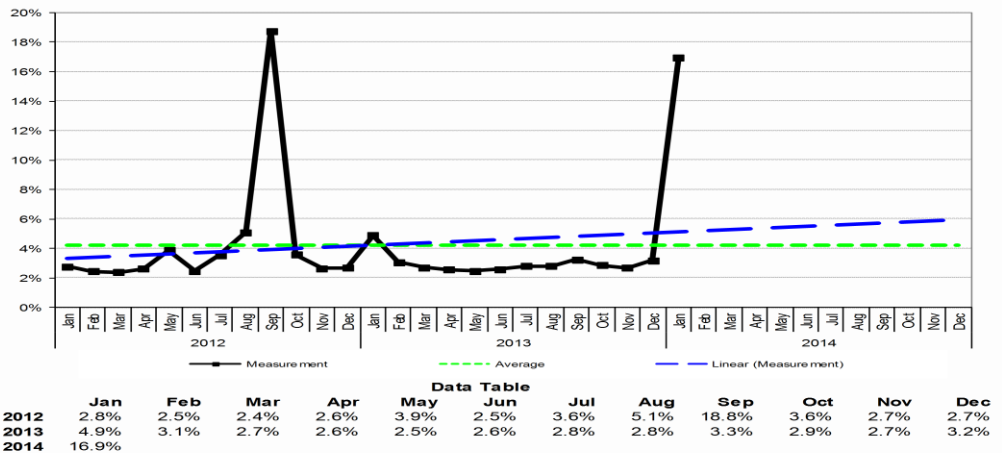
**Trend:** Level

### Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

### Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



**Quality of Life STAT** February 20, 2013 24

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Investigations from High Bill Complaints as a Percentage of Total Bills

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Reduce  
percentage over time

**Currently Meeting  
Goal:** No

**Process Operating  
Within Control Limits:**  
Yes

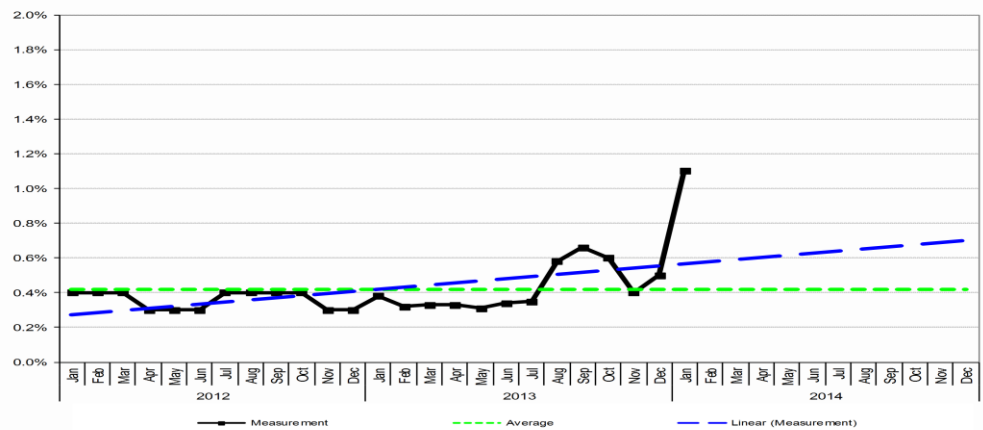
**Trend:** Unfavorable

### Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed. The January increase in investigations from high bill complaints is due to the high number of estimated reads and extreme cold weather the region experienced in the month of January.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.4%	0.4%	0.3%	0.3%
2014	1.1%											



QualityofLifeSTAT February 20, 2013 27

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Bills Adjusted as a Percentage of Total Bills Computed

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Reduce  
percentage over time

**Currently Meeting  
Goal:** Yes

**Process Operating  
Within Control Limits:**  
Yes

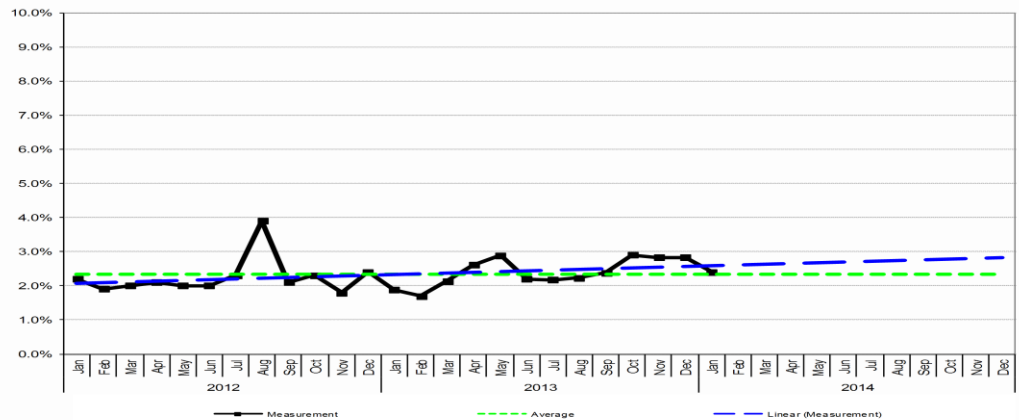
**Trend:** Level

### Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
2014	2.4%											



QualityofLifeSTAT February 20, 2013 28



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Close**

**Objective: Provide Timely**  
**Information and Respond**  
**Promptly to Requests**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Triggers of**  
**Customer Calls**

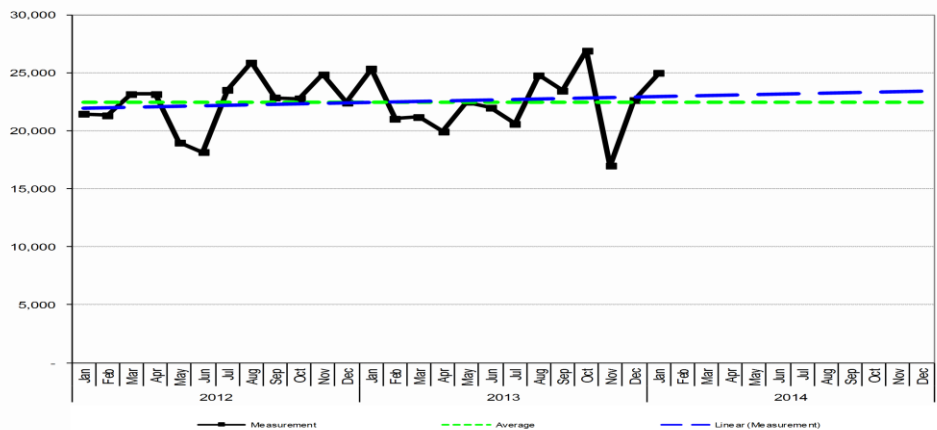
**Trend: Unfavorable**

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

### Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980
2014	24,945										22,610



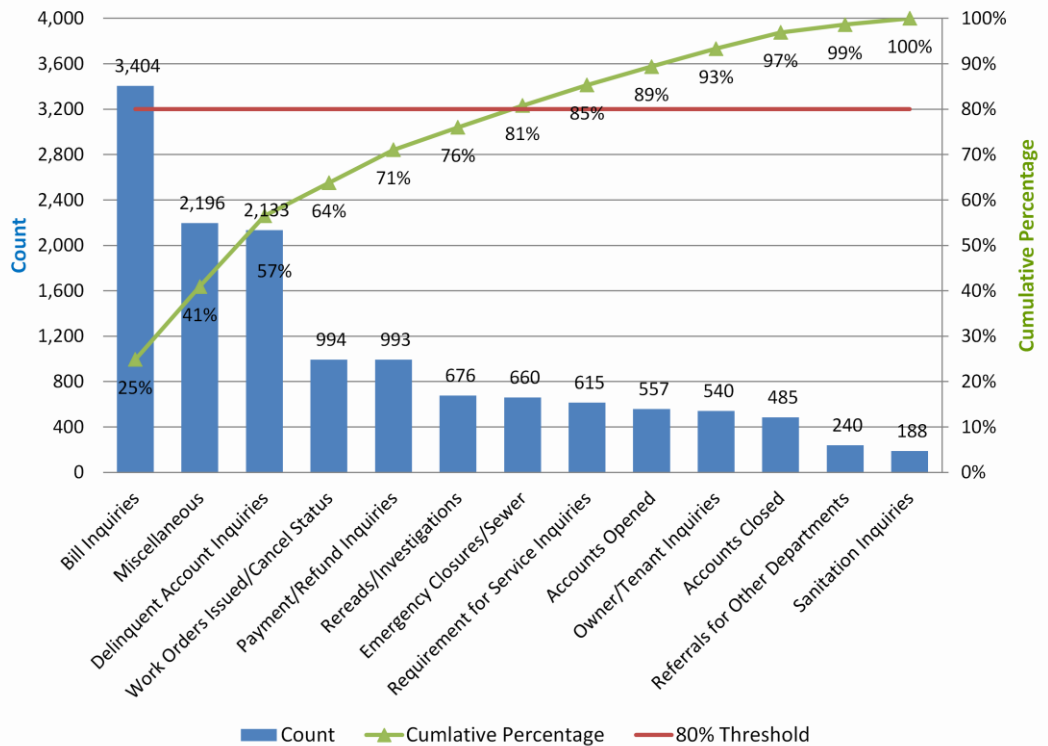
QualityofLifeSTAT February 20, 2013 29

**Responsible Organization:**  
Sewerage and Water Board of New Orleans

**Data Source:**  
Sewerage and Water Board of New Orleans

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

## Sewerage and Water Board of New Orleans Pareto Chart of Types of Customer Calls January 2014



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Average Call Wait Time

**Constituency:**  
**Customer Ratepayers**

**Objective: Provide  
Accurate Bills**

**Goal: Reduce over  
time**

**Currently Meeting  
Goal: No**

**Process Operating  
Within Control Limits:  
No**

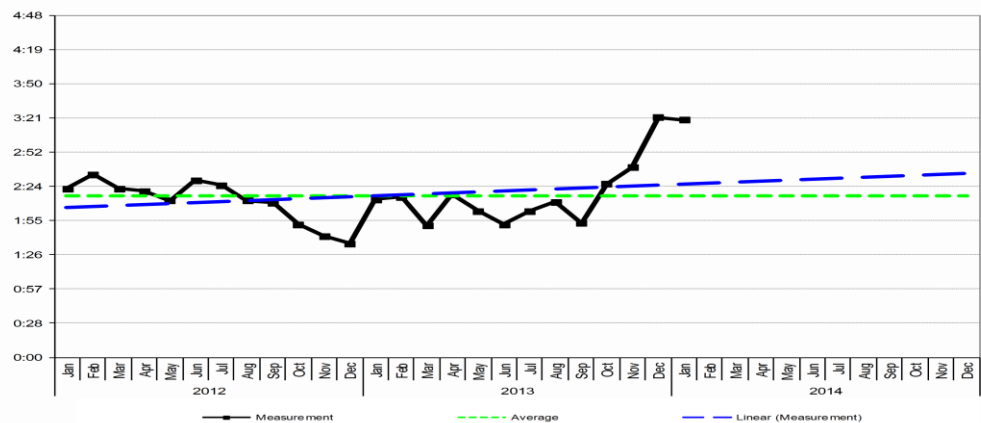
**Trend: Unfavorable**

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

### Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40
2014	3:20										3:22

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Calls Abandoned by Customers as a Percentage of Total

**Constituency:**  
Customer Ratepayers

**Objective:** Provide Timely  
Information and Respond  
Promptly to Requests

**Goal:** Respond to calls  
with less than 5%  
abandoned

**Currently Meeting Goal:**  
**No**

**Process Operating  
Within Control Limits:**  
**No**

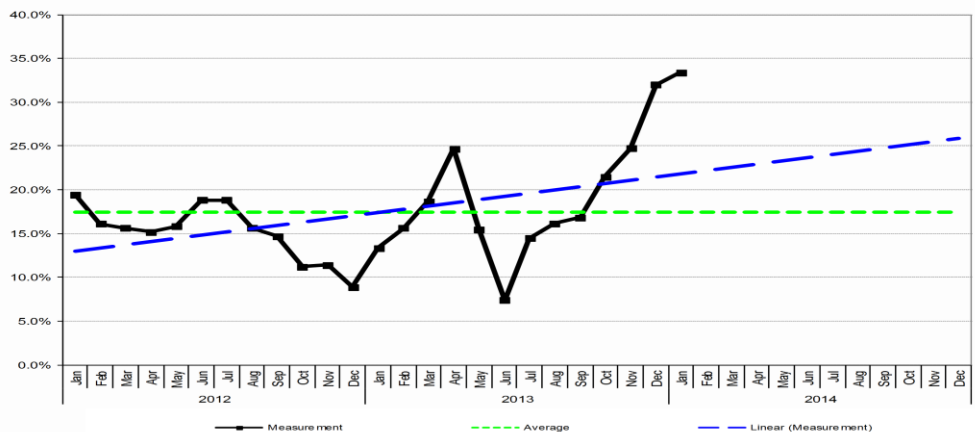
**Trend:** **Unfavorable**

### Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

### Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
2014	33.4%											



QualityofLifeSTAT February 20, 2013 32

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

**Constituency:**  
Customer Ratepayers

**Objective:** Provide Timely  
Information and Respond  
Promptly to Requests

**Goal:** Respond to  
calls with less than  
5% abandoned

**Currently Meeting**  
**Goal:** No

**Process Operating**  
**Within Control Limits:**  
No

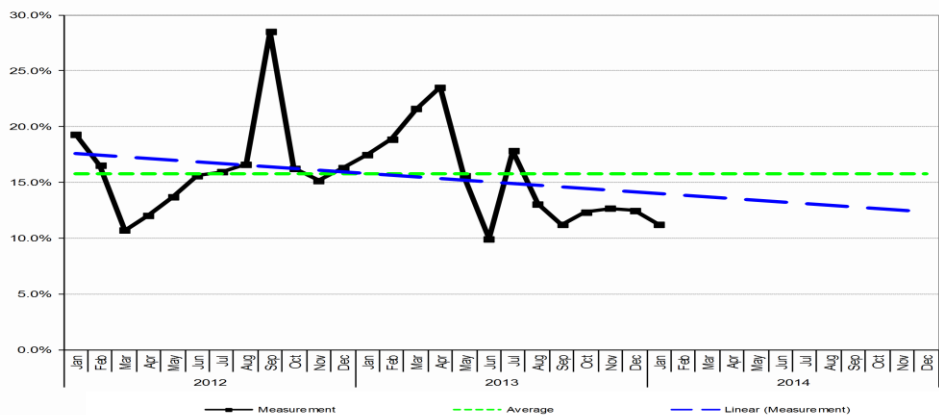
**Trend:** Favorable

### Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

### Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%											



QualityofLifeSTAT February 20, 2013 33

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Service Requests about Low Water Pressure

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Close**

**Objective: Provide Timely**  
**Information and Respond**  
**Promptly to Requests**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Number of Service**  
**Requests**

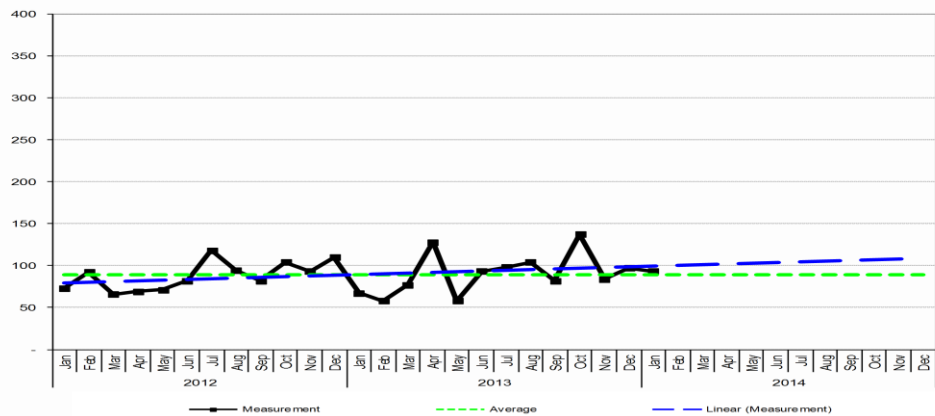
**Trend: Close**

### Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

### Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	73	92	66	69	71	82	118	94	82	104	93
2013	67	58	77	128	58	93	98	104	82	137	84
2014	93										



QualityofLifeSTAT February 20, 2013 34

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Service Requests for Water System Leaks

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Yes**

**Objective: Provide Timely**  
**Information and Respond**  
**Promptly to Requests**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Number of Service**  
**Requests**

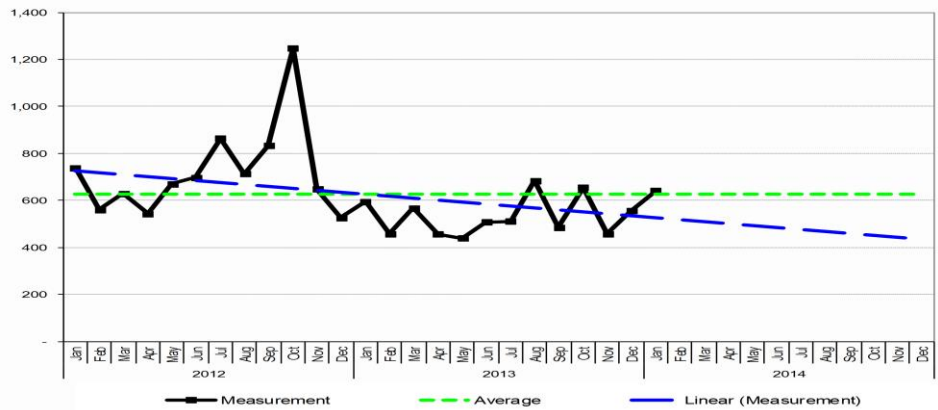
**Trend: Favorable**

### Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

### Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	556
2014	641											



QualityofLifeSTAT February 20, 2013 35

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Service Requests for Sewer System Leaks

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Yes**

**Objective: Provide Timely**  
**Information and Respond**  
**Promptly to Requests**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Number of Service**  
**Requests**

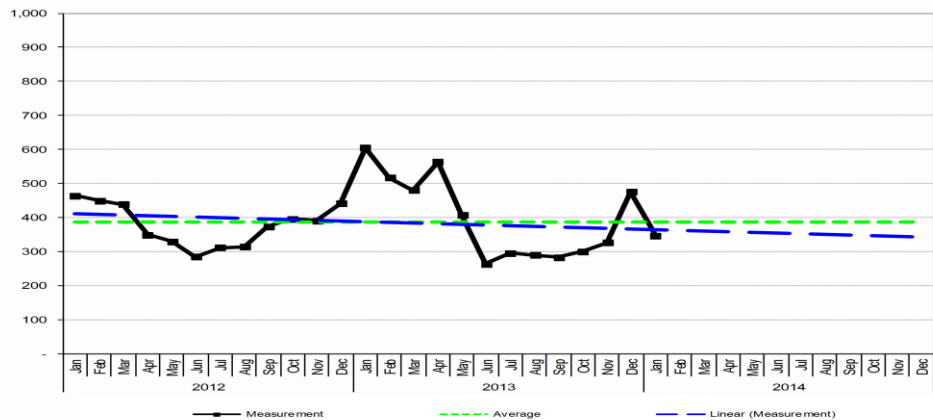
**Trend: Favorable**

### Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

### Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	464	449	438	349	329	284	311	313	374	396	391
2013	604	516	480	563	406	264	295	289	283	300	326
2014	346										475



QualityofLifeSTAT February 20, 2013 36



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Not**  
**Applicable**

**Objective: Ensure**  
**Collection of Payments for**  
**Services Provided**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: None**  
**Established**

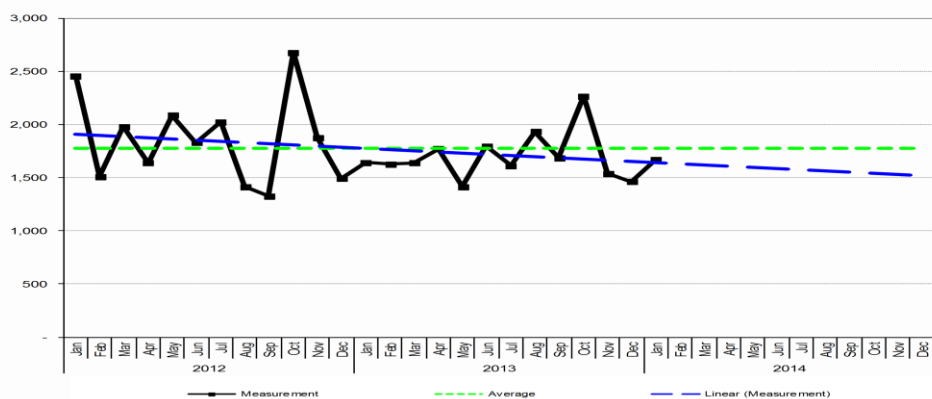
**Trend: Favorable**

### Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

### Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540
2014	1,670										1,490
											1,461

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Water and Sewer Receivables 30 to 120 Days Old

**EUM Attribute:**  
**Financial Viability**

**Description:** Establishes and maintains an effective balance  
between long-term debt, asset values, operations and  
maintenance expenditures, and operating revenues

**Constituency:**  
**Customer Ratepayers**

**Objective:** Efficient use of  
resources in providing  
services

**Goal:** None  
established

**Currently Meeting  
Goal:** Not Applicable

**Process Operating Within  
Control Limits:** Yes

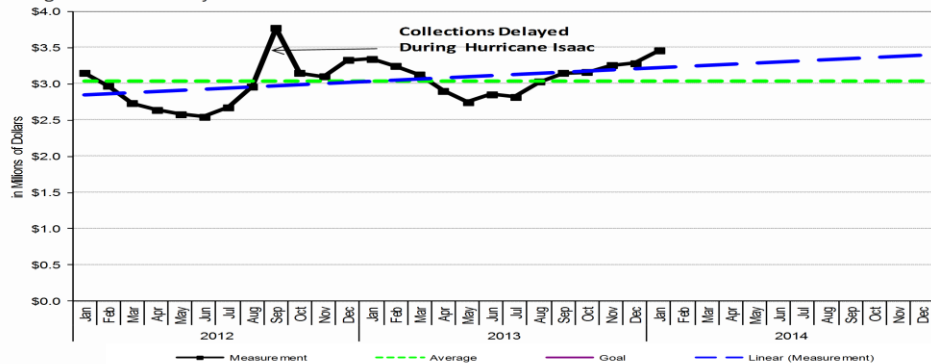
**Trend:** Unfavorable

### Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

### Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$ 3.149	\$ 2.973	\$ 2.735	\$ 2.643	\$ 2.583	\$ 2.544	\$ 2.678	\$ 2.966	\$ 3.770	\$ 3.149	\$ 3.104	\$ 3.327
2013	\$ 3.348	\$ 3.243	\$ 3.127	\$ 2.907	\$ 2.748	\$ 2.860	\$ 2.819	\$ 3.031	\$ 3.149	\$ 3.161	\$ 3.258	\$ 3.287
2014	\$ 3.458											



QualityofLifeSTAT February 20, 2013 38

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Water and Sewer Receivables 120 Days and Older

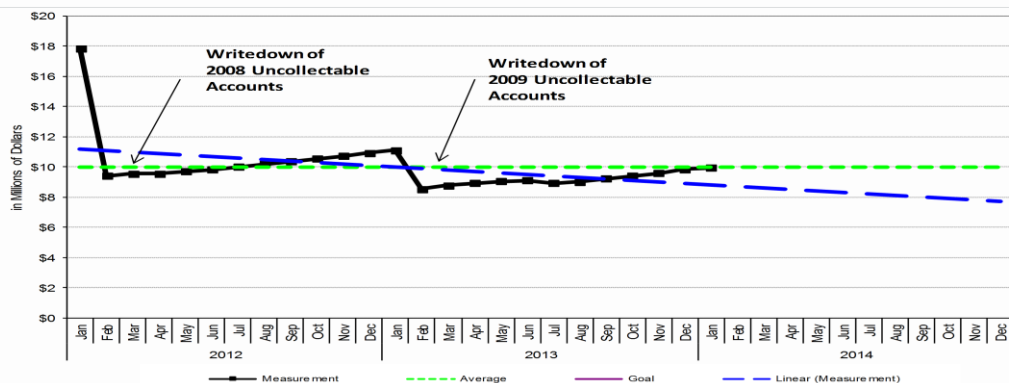
<b>EUM Attribute:</b> Financial Viability		<b>Description:</b> Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Efficient use of resources in providing services	<b>Goal:</b> None established
<b>Currently Meeting Goal:</b> Not Applicable		<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

### Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$ 17.811	\$ 9.400	\$ 9.558	\$ 9.557	\$ 9.710	\$ 9.818	\$ 9.995	\$ 10.176	\$ 10.360	\$ 10.553	\$ 10.724	\$ 10.931
2013	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585	\$ 9.839
2014	\$ 9.946											



QualityofLifeSTAT February 20, 2013 39

Though still writing down some accounts, the Sewerage and Water Board is currently collecting over 98% of its bills. It aims to push to collect above 99% of its bills.

# Sustainable Communities

**Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.**

Objectives and Strategies	Outcome Measures
<b>Maintain and improve public infrastructure</b> 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> <li>• Citizen perceptions of condition of streets (UNO Quality of Life Survey)</li> <li>• Mean travel time to work (American Community Survey)</li> <li>• Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking)</li> </ul>
<b>Promote Quality Neighborhoods</b> 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> <li>• Blighted residential addresses or empty lots (GNOCDC analysis of USPS data)</li> <li>• Citizen perceptions of parks and recreation (UNO Quality of Life Survey)</li> <li>• Citizen perceptions of trash pickup (UNO Quality of Life Survey)</li> <li>• Citizen perceptions of general quality of life (UNO Quality of Life Survey)</li> <li>• ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b> 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> <li>• Percentage of days with healthy air quality (EPA)</li> <li>• Health based drinking water violations (EPA)</li> <li>• Certified green buildings (US Green Building Council)</li> <li>• Land acres in Orleans Parish (US Geological Survey)</li> </ul>



**QualityofLifeSTAT** February 20, 2013 40

**Responsible Organization:**  
Department of Parks and Parkways


**Data Source:**  
Department of Parks and Parkways

**Related Strategy:**  
Protect and preserve parks and other green spaces

**Notes:**  
This is a seasonal measure, as peak mowing season will begin the summer.

**Legend:**

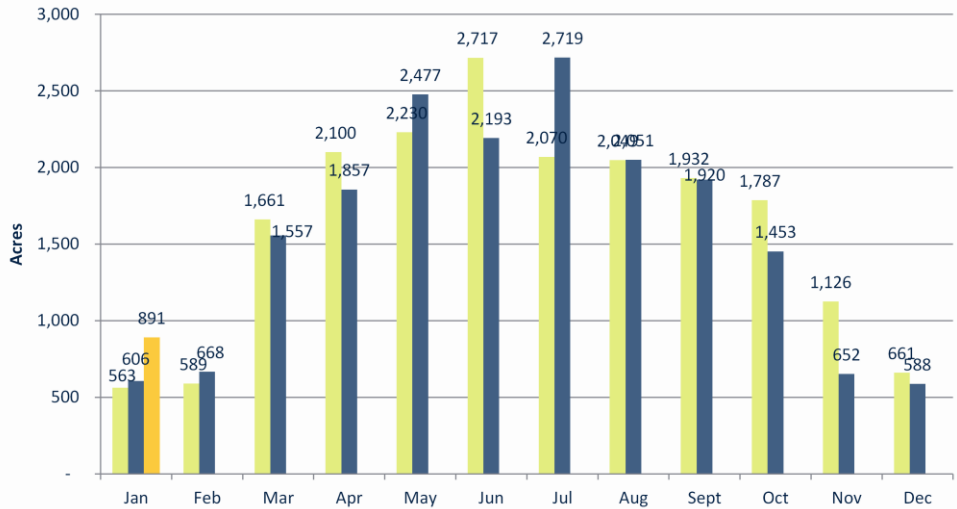
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## Parks and Parkways mowed 891 acres in January 2014, which was higher relative to January 2012 and 2011.

### Number of acres mowed

■ 2012 Actual ■ 2013 Actual ■ 2014 Actual



2011		2012		2012		2013		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	18,153	●	891	1,900	-

**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

**Definition:**  
*Emergency:* Any tree work  
order that is deemed a  
threat to public safety,  
and/or interferes with an  
ongoing construction  
project or special event, and  
is completed within 7 days.  
*Non-Emergency:* Any tree  
work order that is not  
deemed an emergency.

**Related Strategy:**  
Protect and preserve parks  
and other green spaces

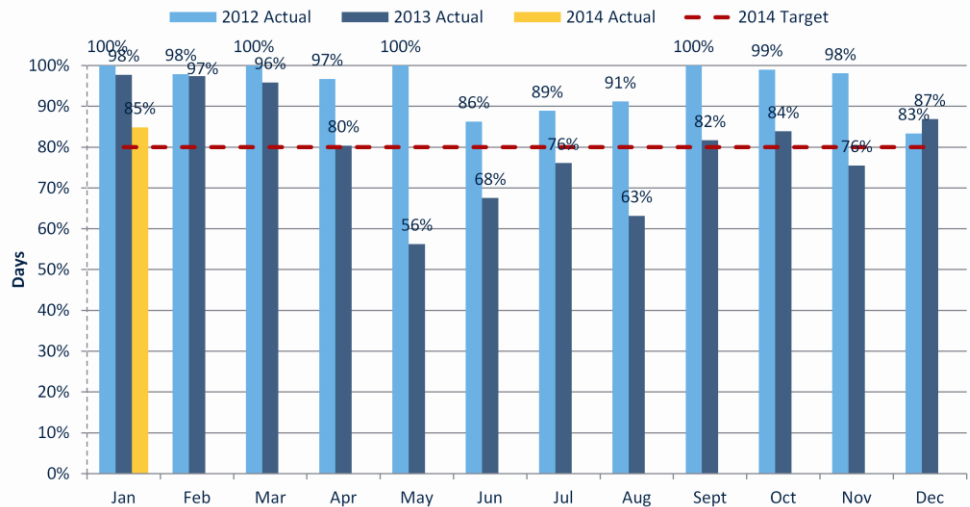
**Legend:**



**Key:** Key measure that  
best indicates whether City  
activities are achieving the  
desired results

## Parks and Parkways began the year exceeding its target percent of non-emergency tree service requests completed within 260 days.

### Percent of Non-Emergency Tree Service Requests Completed Within 260 Days



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	85%	≤ 80%	On Target



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

**Definitions:**

**Emergency:** Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event.

**Non-Emergency:** Any tree work order that is not deemed an emergency.

**Related Strategy:**

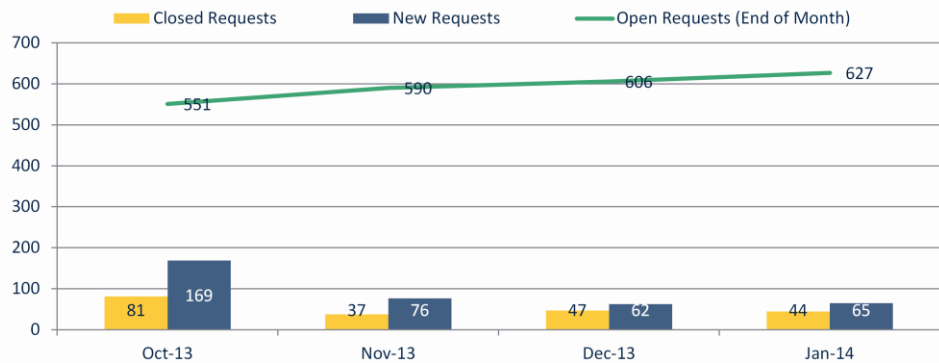
Protect and preserve parks and other green spaces

**Note:**

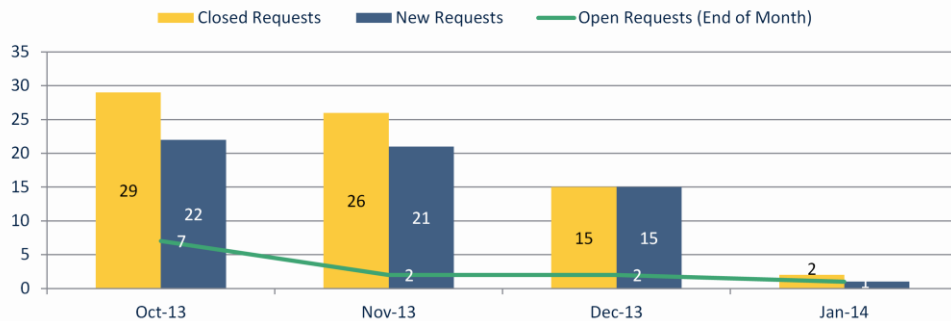
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The number of open 311 non-emergency tree service requests continued to increase, though open 311 emergency requests decreased.

**311 Non-Emergency Tree Service Requests**



**311 Emergency Tree Service Requests**



**Responsible Organization:**  
Department of Parks and Parkways

**Data Source:**  
311

**Related Strategy:**  
Protect and preserve parks and other green spaces

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## Parks and Parkways' 311 grass and park maintenance open requests were at zero at the end of January.

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	1	1	2	0	-1	0	4
Park Maintenance	0	0	0	0	0	0	0





**Responsible Organization:**  
Department of Parks and  
Parkways

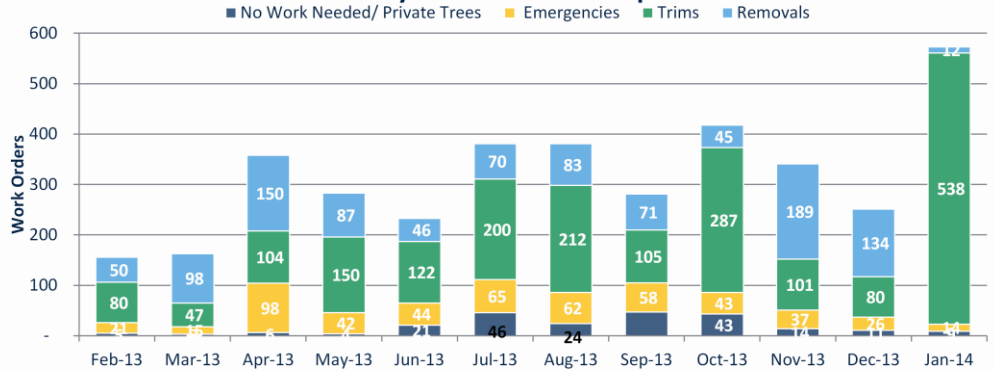
**Data Source:**  
Department of Parks and  
Parkways

**Note:**  
Forestry work orders represent  
the actual work completed within  
a tree "work order."

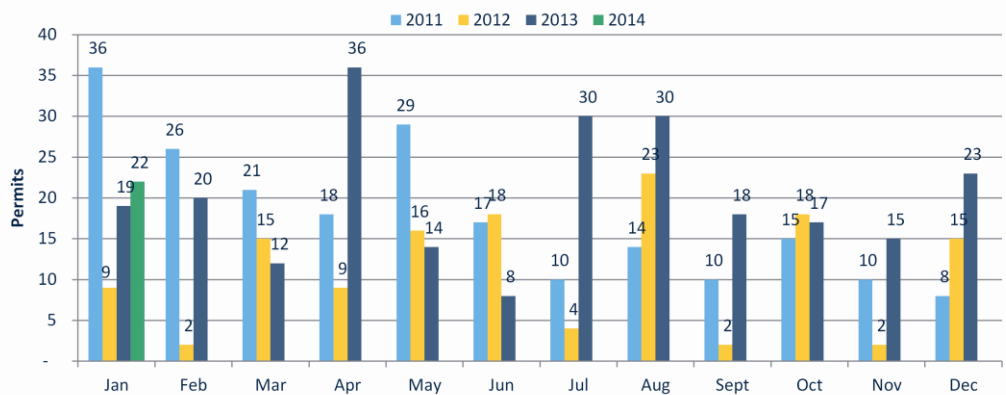
**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Parks and Parkways completed a large number of work orders in January.

### Forestry Work Orders Completed



### Permits Issued



QualityofLifeSTAT February 20, 2013 45

Approximately 400 of the 538 trims in January were due to Mardi Gras.

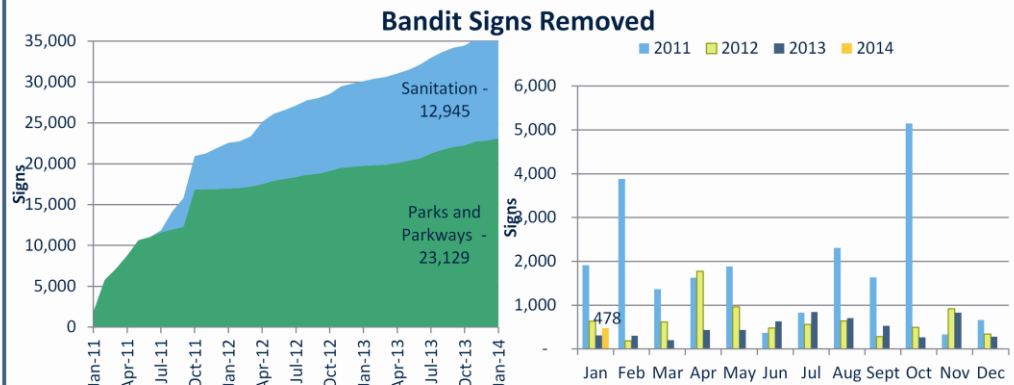
**Responsible Organization:**  
Department of Sanitation  
Department of Parks and  
Parkways

**Data Source:**  
Department of Sanitation  
Department of Parks and  
Parkways

**Definition:**  
*Bandit sign:* A flyer or  
advertisement posted on a  
public row in an unauthorized  
location.

**Related Strategies:**  
Provide effective sanitation  
services to residents and  
businesses  
Protect and preserve parks  
and other green spaces

## In January 2014 Sanitation and Parks and Parkways removed a moderate number of bandit signs compared to 2012 and 2013, and far less than in 2011.



### Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	C. Sylvain-Lear	Develop a plan for PSAs regarding signs for businesses	Ongoing	Items developed: brochure 8/11 (revised 2012/2013); PSAs 6/12 (general), 1/13 (waste tires); and flyers for inside and outside of the French Quarter/Downtown Development District in 3/12 (revised 12/12); draft PSA revised 7/18/13; reminder sent to Communications 8/14/13. Letter sent to political candidates 9/14/13. Reminder sent to Communications 10/16/13.
7/12/12	E. Williams, D. Macnamara, C. Sylvain-Lear	Pursue civil actions against repeat bandit sign offenders	Ongoing	Summons issued to owner of Discount Tree Cutting 10/29; trial date set in Municipal Court, Division "C" on 2/18/14. Court date rescheduled to late March due to an emergency.



QualityofLifeSTAT February 20, 2013 46

**Responsible Organization:**  
Department of Sanitation  
New Orleans Police Department

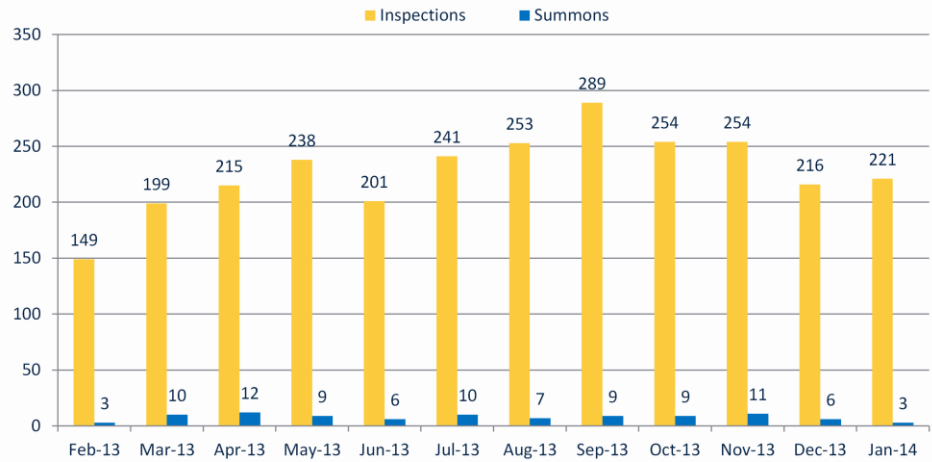
**Data Source:**  
Department of Sanitation

**Note:**  
Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

## Sanitation enforcement remained consistent with previous months.

### Sanitation Enforcement



### Action Items

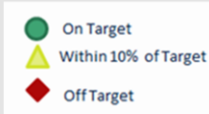
Date	Responsible Parties	Action Item	Due	Status
11/1/12	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	D. Macnamara coordinating.
7/12/12	E. Williams, C. Sylvain-Lear	Draft ordinance authorizing Sanitation Rangers to issue citations for sanitation issues	Ongoing	A request was submitted for the legislative agenda which would allow for Sanitation Rangers to issue citations in a similar matter to what is done by Parking Control Officers.

**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

**Related Strategy:**  
Provide effective sanitation services  
to residents and businesses

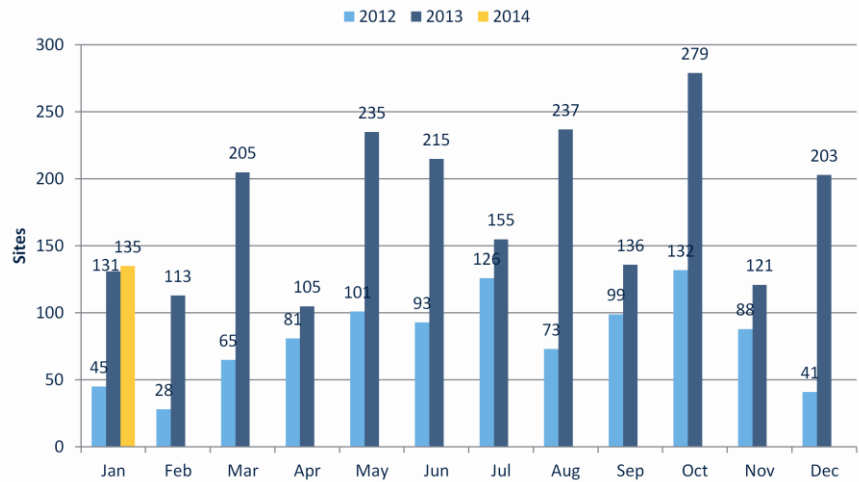
**Legend:**



Key measure that best  
indicates whether City activities  
are achieving the desired results

## Sanitation started off the year on track to reach its annual illegal dumping sites target.

### Illegal Dumping Sites Cleared



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	On Target	972	On Target	1,932	On Target	135	1000	On Target

Law will provide an update in February on its efforts to develop a law which would require landlords to obtain a dumpster for disposing of evicted tenants' belongings, rather than to dump it on the side of the street.

**Responsible Organization:**  
Department of Sanitation

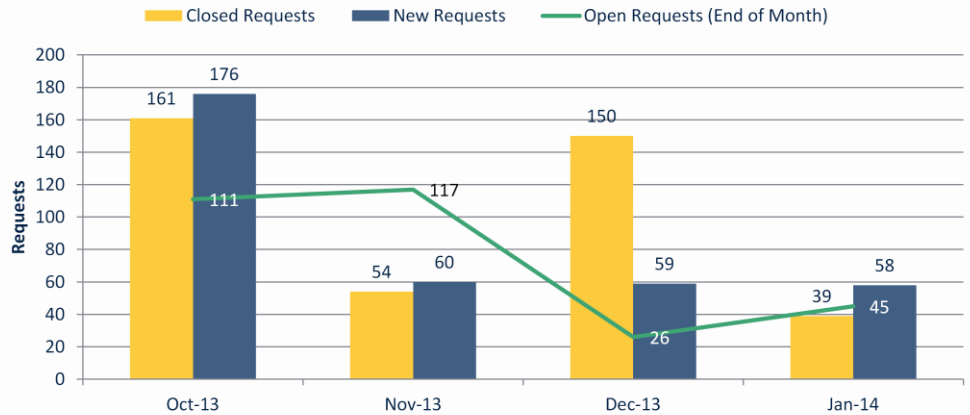
**Data Source:**  
Department of Sanitation  
311

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

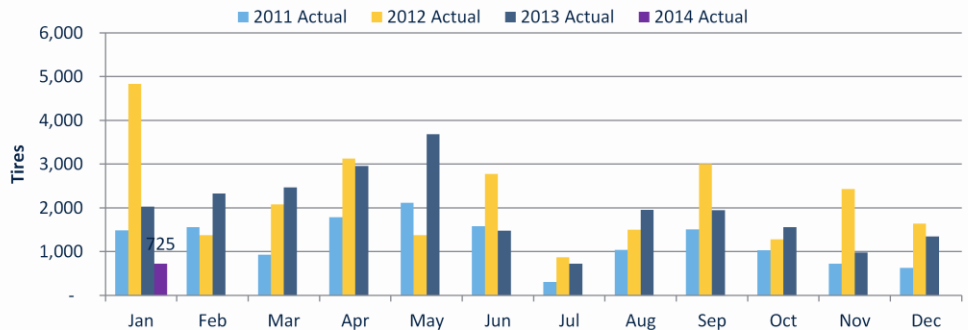
**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 illegal dumping cases increased in January.

### 311 Illegal Dumping Service Requests



### Tires Removed



 **QualityofLifeSTAT** February 20, 2013 49

Illegal dumping backlog increased, due to Sanitation's prioritization of street sweeping and flushing in early 2014, after budget constraints inhibited late 2013 sweeping and flushing. NOPD inspected 14 tire shops in January 2014 to further prevent the illegal dumping of tires.

**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Note:**  
Establishing a baseline in 2013.  
Expected days to close, developed in 2012: 30 days.

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

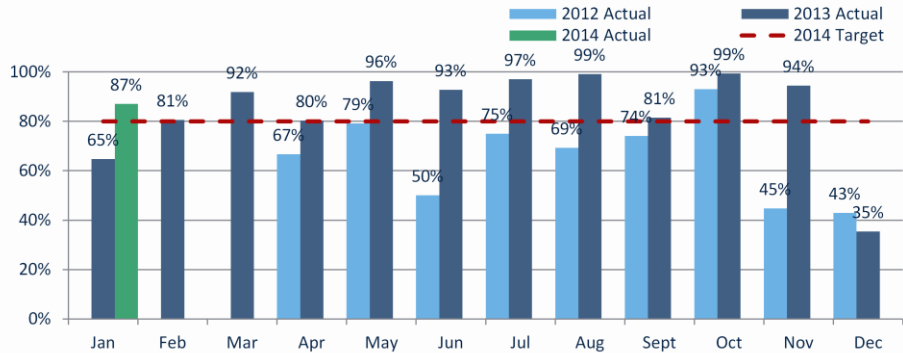
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

## Sanitation met their monthly goal on the percent of 311 illegal dumping service requests closed within 30 days.

Percent of 311 Illegal Dumping Service Requests Closed Within 30 Days



2014		
YTD Actual	Annual Target	Status
87%	80%	●

### Action Item

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Williams, C. Sylvain-Lear, J. Munster	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation met with Safety & Permits and City Planning 7/29 to develop standards for CZO related to tire shops. A draft of the CZO was released 9/13. It is in the public comment period. Changes are in Article 20, Use Standards JJ: 8 and 9.

**Responsible Organization:**  
Department of Sanitation vendors

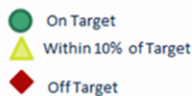
**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Definitions:**  
*Household:* Every household in New Orleans Parish receiving sanitation service.  
*Household Registered for Recycling:* Every household that is not only registered for recycling, but has received a recycling cart.

**Legend:**

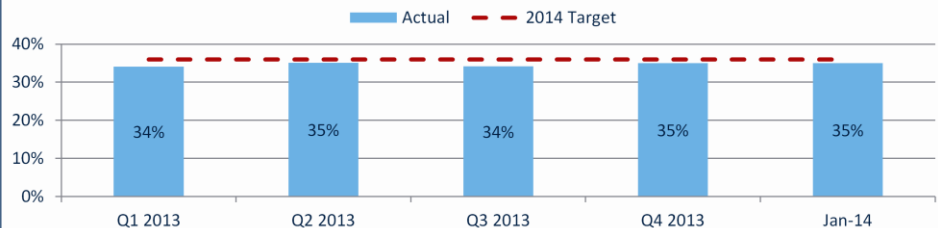


Key measure that best indicates whether City activities are achieving the desired results

**The percent of households registered for recycling is just below the target of 36% as of January. The backlog of 311 residential recycling requests spiked upward in January.**

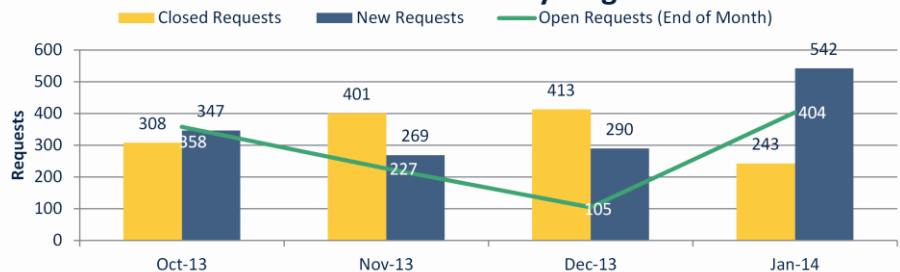


**Percent of Households Registered for Recycling**



2014		
YTD Actual	Annual Target	Status
35%	36%	

**311 Residential Recycling**



QualityofLifeSTAT February 20, 2013 51

Sanitation fell behind on recycling requests due to a lack of funding which prevented Sanitation from ordering recycling carts until January. Sanitation has received a large shipment of carts which should last through the end of the year, and anticipates being able to work through the backlog.

**Responsible Organization:**  
Department of Sanitation and vendors

**Data Source:**  
311

**Notes:**  
Expected days to close, developed in 2012: 14-30 days.

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**The other sanitation backlogs all increased. The majority of the open 311 trash/garbage pickup requests were to start trash service.**

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	9	18	16	11	2	31	9
Large Item Pickup (Vendor)	89	155	135	109	20	41	7
Trash/Garbage Pickup (Vendor)	239	281	179	341	102	59	9
Change Size of Trash Cart	1	3	2	2	1	27	0
Damage Caused By Contractor	13	51	23	17	4	38	9
Missed Collection	45	31	38	58	13	43	5
Replace Trash Cart	20	133	22	29	9	218	5
Start Trash Service	150	1	67	216	66	47	14
Stop Trash Service	3	11	11	4	1	85	0
Repair Trash Cart	7	24	16	15	8	15	9





# Public Safety

**Goal: Ensure the public's safety and serve our citizens with respect and dignity.**

## Objectives and Strategies

### Rebuild citizen confidence in public safety offices

1. Reform NOPD policies and operations
2. Employ proactive policing and positive community engagement
3. Support oversight entities to promote transparency, accountability, and trust

## Outcome Measures

- Percent compliance with consent decrees
- Citizens reporting feeling safe in their neighborhood (NOCC survey)
- Citizen confidence in NOPD (NOCC survey)

### Ensure safe and secure neighborhoods, and reduce the murder rate

1. Prevent illegal activity
2. Intervene when conflicts occur to resolve them non-violently
3. Enforce the law with integrity
4. Effectively and fairly administer justice
5. Rehabilitate the incarcerated so that they do not recidivate
6. Coordinate the criminal justice system

- Homicide rate
- Violent crime rate
- Property crime rate
- Felony recidivism rates
- Average time to disposition
- Fatal traffic accidents per 1,000 population

### Prepare for, mitigate, and effectively respond to emergencies

1. Respond to emergencies, including fire and medical, effectively
2. Plan and prepare for disasters

- Fires per 1,000 structures (with detail on residential, commercial, and industrial structures)
- Fatalities due to fire
- Cardiac arrest with pulse at delivery to hospital
- Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant



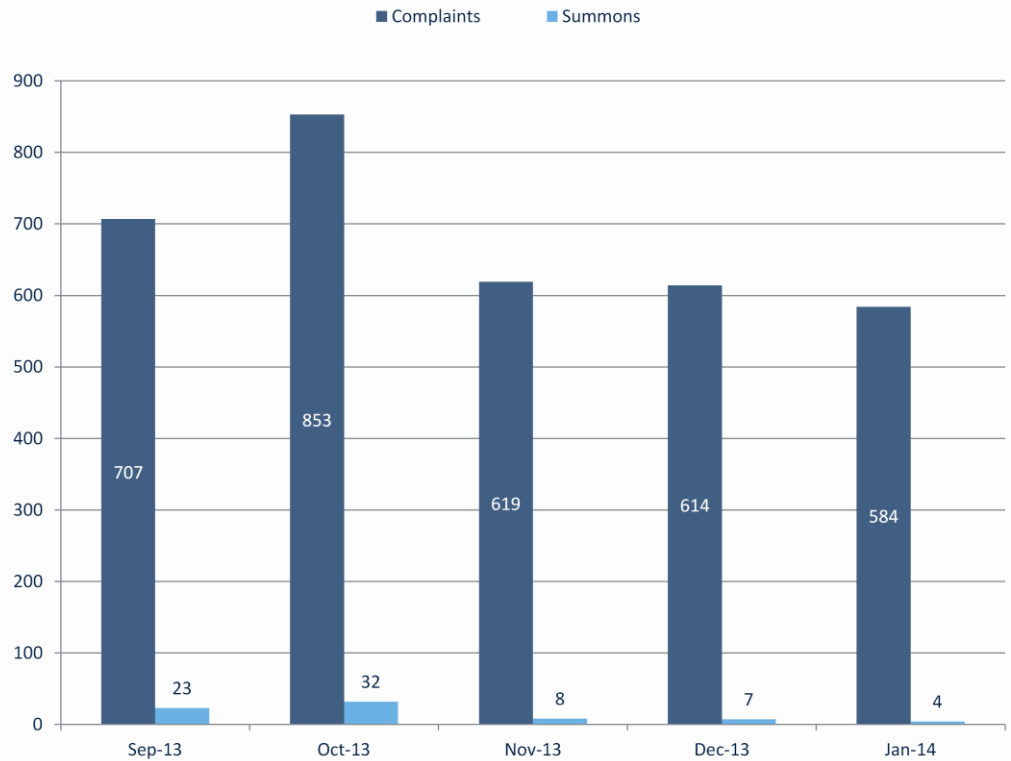
**Responsible Organization:**  
New Orleans Police Department

**Data Source:**  
New Orleans Police Department

**Related Strategy:**  
Effectively and fairly administer justice

## Complaints and summons both decreased in January.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



NOPD – in cooperation with other departments - plans to resume QualityofLife sweeps in March 2014.

**Responsible Organization:**  
Law Department

**Data Source:**  
Law Department

**Related Strategy:**  
Effectively and fairly administer justice

**Definitions:**  
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

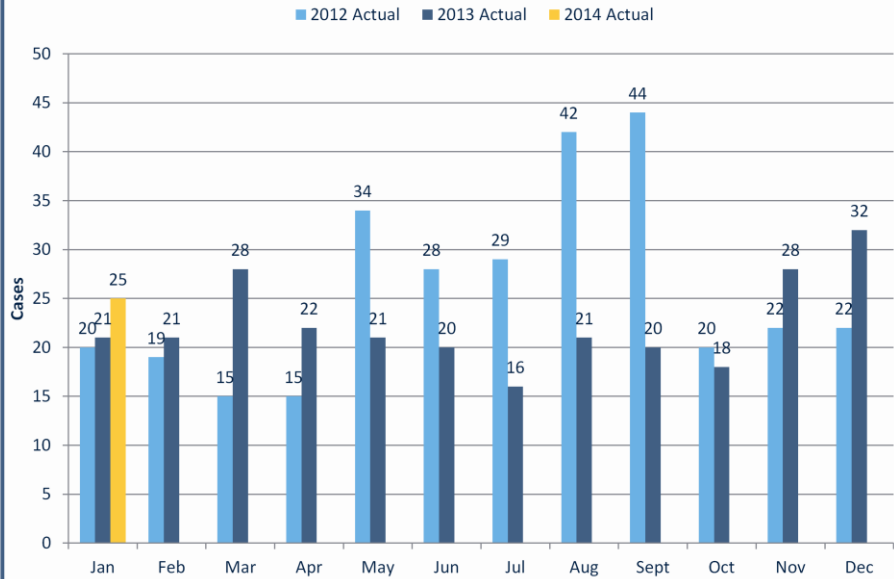
**Legend:**



Key measure that best indicates whether City activities are achieving the desired results

## The Law Department was on target with the number of ABO case filings in January.

Number of tax and public nuisance cases filed before the ABO Board



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	25	250	●

# Children and Families

**Goal: Promote the health and well-being of youth and families by ensuring that quality educational, economic, health and recreational programming opportunities are available for all.**

Objectives and Strategies	Outcome Measures
<b>Improve health outcomes for City residents</b> <ol style="list-style-type: none"> <li>1. Improve access to healthcare for city residents (including access to mental health services)</li> <li>2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases</li> </ol>	<ul style="list-style-type: none"> <li>• Rate of low birth weight babies</li> <li>• County Health Ranking (University of Wisconsin)</li> <li>• American Fitness Index ranking (metro) (American College of Sports Medicine)</li> </ul>
<b>Support the development of strong and resilient youth and families, including children in schools</b> <ol style="list-style-type: none"> <li>1. Support increased student achievement and school success, including closing achievement gaps</li> <li>2. Encourage the development of strong and resilient families</li> <li>3. Support the social and emotional needs of youth</li> </ol>	<ul style="list-style-type: none"> <li>• Graduation rate</li> <li>• LEAP test passage rates</li> <li>• Teen pregnancy rate</li> <li>• Truancy rate</li> </ul>
<b>Provide high-quality cultural and recreational opportunities to City residents and visitors</b> <ol style="list-style-type: none"> <li>1. Support cultural institutions and experiences</li> <li>2. Provide recreational opportunities to residents</li> </ol>	<ul style="list-style-type: none"> <li>• Citizen satisfaction with culture and recreational opportunities (UNO Quality of Life Survey)</li> <li>• Registered arts and culture nonprofit organizations per 100,000 population</li> </ul>
<b>Facilitate the provision of effective human services to City residents</b> <ol style="list-style-type: none"> <li>1. Provide quality, secure housing to residents and reduce homelessness</li> <li>2. Ensure a safety net of needed services is available to all residents</li> <li>3. Ensure residents' access to a variety of healthy nutritional options</li> <li>4. Honor the service of veterans and wounded warriors by recognizing their unique needs</li> </ol>	<ul style="list-style-type: none"> <li>• Point-in-Time homelessness count</li> <li>• Food Insecurity Rate (US Department of Agriculture, Feeding America)</li> </ul>



**QualityofLifeSTAT** February 20, 2013 56

**Responsible Organization:**

New Orleans Mosquito, Termite , and Rodent Control Board

**Data Sources:**

New Orleans Mosquito, Termite , and Rodent Control Board  
311

**Related Strategy:**

Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

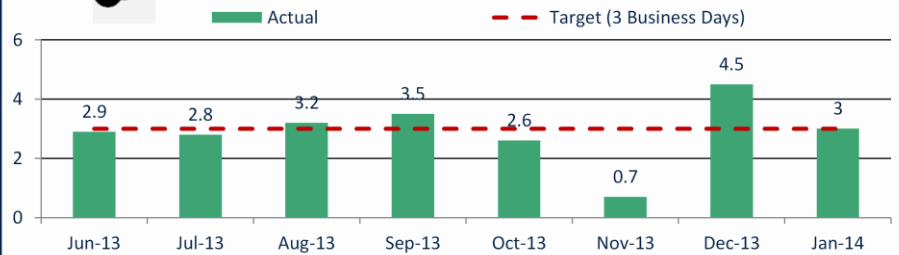


Key measure that best indicates whether City activities are achieving the desired results

## The Mosquito Board met its monthly target of days to close mosquito service requests.

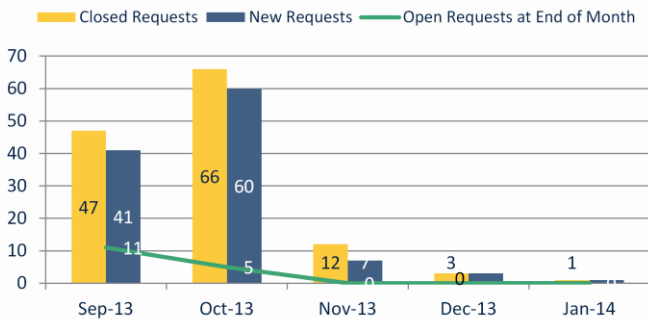


### Average Business Days to Close Mosquito Service Requests

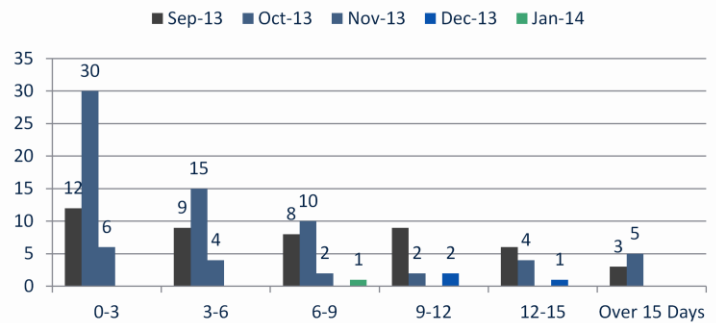


2012		2013		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
2.6	3	3	3	●

### 311 Mosquito Control Service Requests



### Days to Close Mosquito Control 311 Requests



QualityofLifeSTAT February 20, 2013 57

**Responsible Organization:**

New Orleans Mosquito, Termite, and Rodent Control Board

**Data Sources:**

New Orleans Mosquito, Termite, and Rodent Control Board  
311

**Related Strategy:**

Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

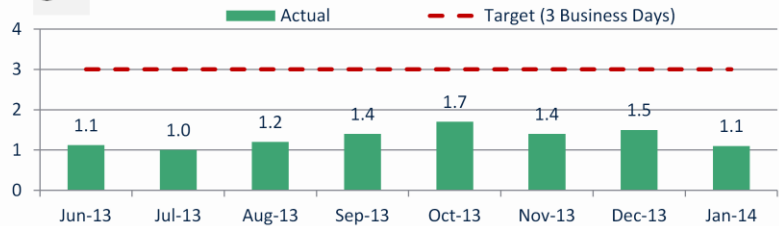


Key measure that best indicates whether City activities are achieving the desired results

## The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests

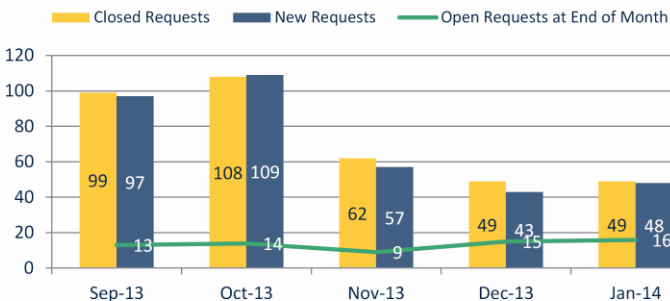


### Average Business Days to Complete Rodent Service Requests



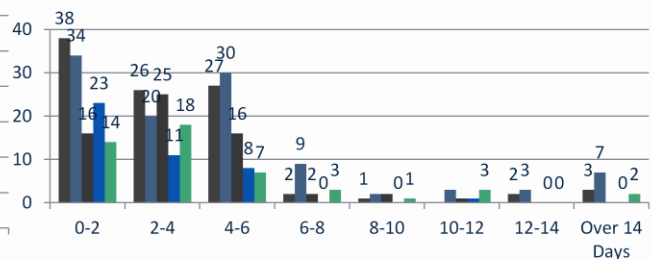
2013		2014		Status
YTD Actual	Annual Target	YTD Actual	Annual Target	
1.3	●	1.1	3	●

### 311 Rodent Complaints



### Days to Close 311 Rodent Requests

■ Sep-13 ■ Oct-13 ■ Nov-13 ■ Dec-13 ■ Jan-14



Quality of Life STAT February 20, 2013 58

# Contacts:

- Office of Performance & Accountability
  - – Oliver Wise - [ojwise@nola.gov](mailto:ojwise@nola.gov)
- Office of Information Technology & Innovation
  - Allen Square - [alsquare@nola.gov](mailto:alsquare@nola.gov)
  - Edward Kerkow - [edkerkow@nola.gov](mailto:edkerkow@nola.gov)
  - NOLA 311
    - Ken Davis - [kedavis@nola.gov](mailto:kedavis@nola.gov)
    - Chris Hudson - [cchudson@nola.gov](mailto:cchudson@nola.gov)
- Department of Public Works
  - Col. Mark Jernigan - [mdjernigan@nola.gov](mailto:mdjernigan@nola.gov)
- Department of Sanitation
  - Cynthia Sylvain-Lear - [cslear@nola.gov](mailto:cslear@nola.gov)
- Department of Parks & Parkways
  - Ann MacDonald - [aemacdonald@nola.gov](mailto:aemacdonald@nola.gov)
- Sewerage & Water Board of New Orleans –
  - “Robert” Bob Miller - [rmiller@swbno.org](mailto:rmiller@swbno.org)
- New Orleans Mosquito,Termite, and Rodent Control Board
  - Claudia Riegel - [criegel@nola.gov](mailto:criegel@nola.gov)
- New Orleans Police Department –
  - Jonette Williams - [jrwilliams@nola.gov](mailto:jrwilliams@nola.gov)
- Law Department –
  - Dan MacNamara - [dmacnamara@nola.gov](mailto:dmacnamara@nola.gov)
  - Eraka Williams - [evwilliams@nola.gov](mailto:evwilliams@nola.gov)



# Evaluation Form

- Are you a city employee or a member of the public?
- On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?
- What's working?
- What's not working?